

I. PURPOSE/BACKGROUND

- A. The purpose of this directive is to inform employees of the necessity to accommodate the needs of Employment Development Department (EDD) customers with disabilities in all programs and services. Such accommodation is required by Section 504 of the Rehabilitation Act and Title II of the Americans with Disabilities Act (ADA). According to these laws, people who are disabled have a right, not only to participate, but also to participate in a way that is equally effective.
- B. Therefore, EDD policies, practices and procedures must be modified when necessary to avoid discrimination against people who are disabled, unless doing so would fundamentally alter the nature of the service, program, or activity. This directive will explain the requirements for accommodation, explain various types of accommodations that may be necessary, and provide information on how accommodations can be provided by EDD employees.
- C. This directive also explains the role of the Governor's Committee for Employment of Disabled Persons. Staff located in this office are available to answer questions, provide suggestions, and supply information on any necessary accommodations that may be requested for customers by EDD staff at field sites including One-Stop Career Centers.

II. PROCEDURES/INSTRUCTIONS

- A. Employees are expected to make every reasonable effort to accommodate the needs of customers who are disabled. We, as employees of the EDD, must provide all services to individuals who are disabled. It is generally the responsibility of the person with the disability to request the accommodation necessary to receive services. That person is often in the best position to know what type of accommodation works best for him or her.
- B. Following is a listing of examples of the general types of accommodations that may be requested by a person with a specific disability, although there are undoubtedly others not listed. Staff located in field offices including One-Stop Career Centers need to be aware of some of the needs of our customers and what types of accommodations we can provide.

1. MOBILITY IMPAIRMENTS

- a. Architectural access - All of EDD's facilities must be accessible to people with mobility limitations, including wheelchair users.

2. DEAF, HARD OF HEARING, AND SPEECH DISABLED

- a. Sign Language Interpreters - A deaf or hard of hearing customer may request an interpreter for such things as meetings, training, or public events.
- b. California Relay Service (CRS) - The California Relay Service is used by the Department to handle telephone communications with people who are deaf, hearing impaired, or speech disabled. A caller can contact the relay service by voice or Telephone Devices for the Deaf (TTY). The voice number to contact CRS is (800) 735-2922. Someone using a TTY may call the CRS at (800) 735-2929. There are pamphlets and training available for CRS services.
- c. Telecommunication Devices for the Deaf (TTY) - TTY will be utilized in EDD call center environments and other special offices for customers who have a TTY and don't use CRS.
- d. Computer Assisted Realtime Captioning - Computer Assisted Realtime Captioning provides a written text of a "real time" event for those persons who cannot understand through hearing. This text can be used by one person via a laptop computer or by many with an LCD screen or information board. It is most frequently used by newly deaf and hard of hearing individuals who cannot use other forms of communication.
- e. Writing notes - Certain kinds of information can be provided to deaf and hard of hearing people and to people who have trouble with oral communication by the simple process of writing notes on paper or using a computer. Writing or typing notes is a good way to handle brief communications of a simple nature.
- f. Telephone enhancers - Under the ADA, every public telephone is required to emit a magnetic field which is detected by hearing aides and can be used to make a telephone conversation audible.
- g. Assistive Listening Systems - These systems consist of a transmitter and a small hearing device that allows the speaker to transmit to the receiver while he or she is speaking over a public address system or without amplification. These devices can be loaned to EDD offices from the Governor's Committee for Employment of Disabled Persons.

3. VISUAL IMPAIRMENTS

- a. Large print - The Department can provide documents or forms in larger print by using an enlargement setting on a copy machine to enlarge the print for the customer.
- b. Audio cassettes - Field offices may contact the Governor's Committee for Employment of Disabled Persons to request information recorded on audio

cassettes. This is for smaller documents such as a meeting agenda, one or two page handouts, job announcements, etc.

- c. Direct reading - The Department staff may simply need to read a document over the phone or in the office to a customer who is visually impaired.
- d. Disk - A computer disk is another popular format for providing information to people who are visually impaired or blind. If a PC is not available, you may request that a disk be created by the Publications Center, Word Processing Unit. An Office Services Work Order (DE 1903) form must be submitted with a formatted disk of the material to be converted. This service takes approximately two weeks.
- e. Braille - EDD has a master contract in place for Braille services, and the Governor's Committee for Employment of Disabled Persons can be contacted for technical assistance when Braille services are requested for EDD documents.

Staff of the Governor's Committee for Employment of Disabled Persons can be contacted for technical assistance and information on the above listed services. The Governor's Committee has numerous resources available. A video that shows access requirements for facilities is available through the Governor's Committee. The ADA incorporates a proactive approach in accommodating the needs of EDD's customers who are disabled in order to provide more effective services. Regulations are pending that may impact or change some of this information. Field office staff will be notified if there are any changes. Field office staff at EDD sites and One-Stop Career Centers should contact the Governor's Committee for Employment of Disabled Persons at (916) 654-8055 with any questions or requests for services.

III. REFERENCES

Executive Notice 96-09C Employee Responsibilities to Customers Under the Americans With Disabilities Act (ADA)

IV. ADDITIONAL MATERIAL

Resource List: California Sign Language Interpreting and Text Captioning Referral Agencies

/S/ ROBERT L. GARCIA
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